

OCIO Roadmap Strategic Goals

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Centralized Vs. Decentralized



Decentralized IT

Advantages: agile and responsive, in tune with the needs of the agency, and more tightly integrated with business goals and objectives.

Disadvantages: duplication of effort, lack of standards across the organization, islands of excellence, higher total procurement and operational costs, lack of integration and inevitable rivalry between IT groups.

Centralized IT

Advantages: reduces the Enterprise technology footprint lowering storage, networks, power use and cooling costs. Reduces hardware and software licensing costs; improves staff utilization. Centralizing functions reduces overall risk and complexity. Greater adherence to security standards and a unified vision.

Disadvantages: tendencies towards bureaucracy, lack of responsiveness, and decision-making in a vacuum. Often seen as less responsive to agency specific needs.

“Hybrid” Centralization Model

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OCIO

Enterprise functions are performed by OCIO

To Include:

- Consolidated Data Center
- Network and Infrastructure Operations
- Procurement reviews and standards
- Enterprise Help Desk support
- Enterprise application support

Agency

Agency IT Management maintains authority over Agency specific activities and functions

To Include:

- Agency Help Desk support
- Agency specific application development
- Agency specific application support
- IT strategy and planning for the Agency

In order for this “Hybrid” structure to work there has to be strong cooperative and collaborative management between OCIO and Agency IT Management

Primary Benefits Of Hybrid Model



Enhanced Security

Optimization of resources

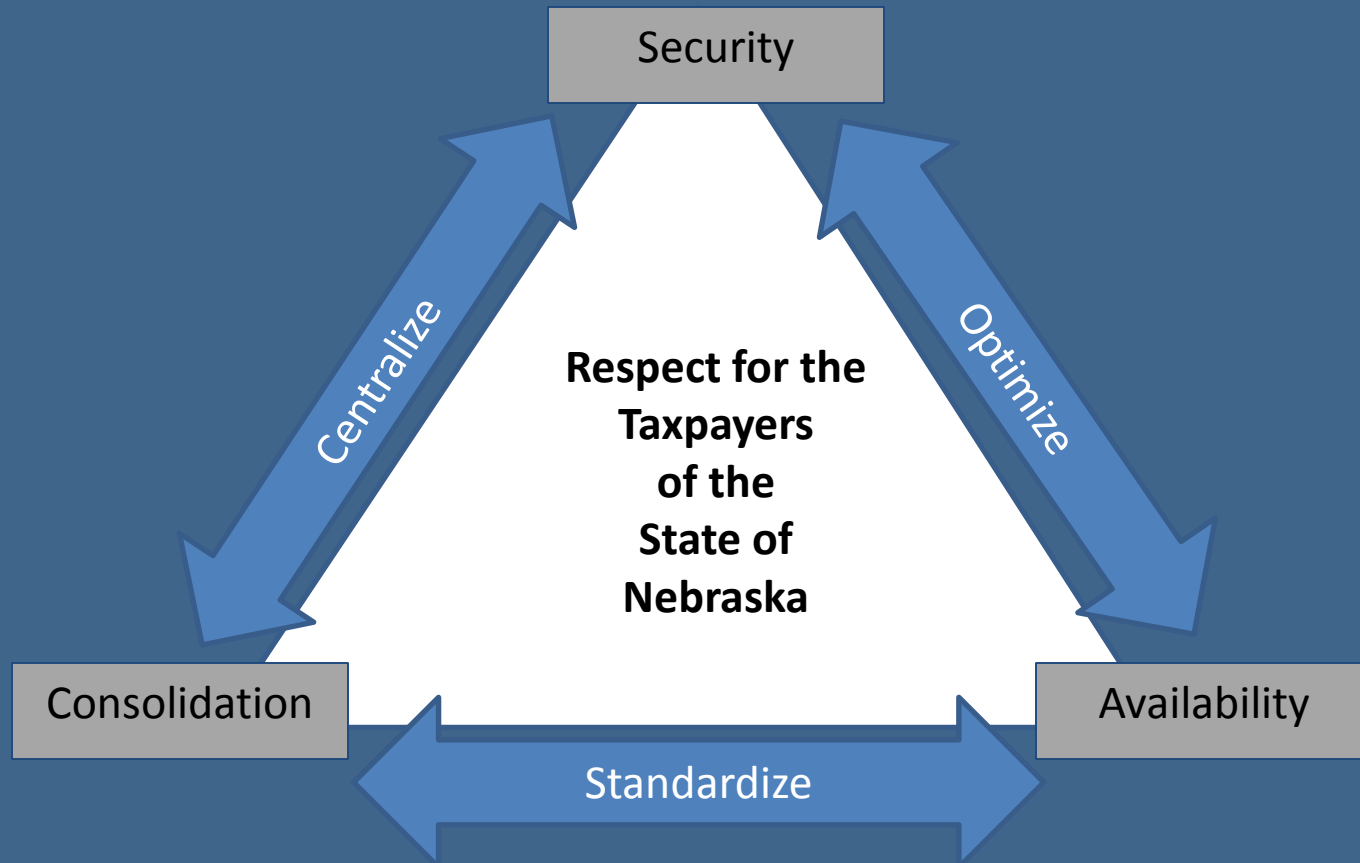
Reduced risk

Transparency

Significant cost reductions

Remain tightly integrated with agency goals and objectives

OCIO Top Priorities



Implementation Plan – Phase 1

The State should engage in the implementation of the master plan in three distinct but interlocked phases: Phase 1—Immediate Needs, Phase 2—Mid-Term Implementations, Phase 3— Closure and Next Steps.

Phase 1—Immediate Needs (Target Completion - Calendar Year 2015)

This phase has begun. Launch of stepping stones for the subsequent phases.

Phase 1 initiatives include:

Establish ITIL guiding principles and standards which include:

1. Single Help Desk Solution - Incident Management
2. Service Catalog
3. Change Management solution
4. Enhance Information Security
5. Enhanced Operations Center
6. IT Cost Efficiencies
7. Operationalize IT and Project Governance
8. Consolidate on STN domain
9. Initiate Data Center consolidation - Identify agency servers for migration.
10. Initiate Active/Hot Standby solution - Enterprise Apps

Implementation Plan – Phase 2

Phase 2—Mid-Term Implementations (Target Completion - Mid-year 2016)

This phase will be primarily focused on successful completion of core ITIL programs.

Phase 2 initiatives should include completion of:

1. Single Help Desk Solution - Incident Management
2. Service Catalog
3. Change Management solution
4. Enhance Information Security
5. Enhanced Operations Center
6. IT Cost Efficiencies
7. Operationalize IT and Project Governance

Implementation Plan – Phase 3

Phase 3—Closure and Next Steps (Target Completion- End of Year 2016)

This phase will be focused on completing all major infrastructure-related projects and beginning to address leading practices adapted by industry.

Phase 3 initiatives should include the completion of:

1. Consolidate on STN domain
2. Data Center consolidation - (agency server migration)
3. Initiate Active/Hot Standby solution - Enterprise Apps

Detailed Implementation



| OCIO Initiative | Phase 1—Immediate Needs | | | | | | Phase 2-Mid-Term Implementations | | | | | | Phase 3 -Closure and Next Steps | | | | | |
|---|-------------------------|-----|-----|-----|-----|-----|----------------------------------|-----|-----|-----|-----|-----|---------------------------------|-----|-----|-----|-----|-----|
| | Calendar Year 2015 | | | | | | Mid-year 2016 | | | | | | End of Year 2016 | | | | | |
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| •Single Help Desk Solution - Incident Management | | | | | | | | | | | | | | | | | | |
| •Service Catalog | | | | | | | | | | | | | | | | | | |
| •Change Management solution | | | | | | | | | | | | | | | | | | |
| •Enhance Information Security | | | | | | | | | | | | | | | | | | |
| •Enhanced Operations Center | | | | | | | | | | | | | | | | | | |
| •IT Cost Efficiencies | | | | | | | | | | | | | | | | | | |
| •Operationalize IT and Project Governance | | | | | | | | | | | | | | | | | | |
| •Consolidate on STN domain | | | | | | | | | | | | | | | | | | |
| •Data Center consolidation - (agency server migration) | | | | | | | | | | | | | | | | | | |
| •Initiate Active/Hot Standby solution - Enterprise Apps | | | | | | | | | | | | | | | | | | |